

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: :
: :
Allen Louis GORIN et al. : Attorney Ref.: **2000-0110**
: :
Serial No.: **09/712,192** : Art Unit: **2654**
: :
Filed: **November 15, 2000** : Examiner: **David D. Knepper**
: :

FOR: METHOD AND SYSTEM FOR PREDICTING PROBLEMATIC SITUATIONS IN
AUTOMATED DIALOG

AMENDMENT

MAIL STOP: RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the final Office Action dated June 30, 2005, kindly enter the following amendment and remarks, prosecution on the merits being re-opened by the concurrent filing of a Petition to Revoke and RCE.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 7 of this paper.